

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2008**

Company: Red River Rural Telephone Association

Address: 510 Broadway – PO Box 136  
Abercrombie, ND 58001

Telephone number: 701-553-8309

Company contact: Jack Plecity

Study Area Code: 381631

Lifeline/Link Up Advertising/Outreach Activities

Advertise in media of general distribution.\*  
(See attached newspaper article which ran in The Daily News and in the Richland County News-Monitor, Oct. 2007.)

Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached bill insert distributed April 2008.)

Company's Lifeline/Link Up information in directory distributed January 2008.

Company's Lifeline/Link Up information available on Company website. (\_\_\_\_\_)

Company's information posted on USAC website.

Other (describe): \_\_ Newsletter article on Lifeline information distributed October/November 2007. \_\_\_\_\_

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\* Required

## LIFELINE ASSISTANCE AVAILABLE

Under the Telecommunications Act of 1996, "universal service" means basic telephone service is available to all consumers. Universal service is voice grade access to the telecommunications network, including local usage, touchtone calling, single-party service, access to emergency 911 services, access to operator service, access to qualifying low-income consumers. All of these services are available from Red River Rural Telephone Association in these service areas: Abercrombie, Colfax, Fairmount, Great Bend, Hankinson, Lidgerwood, Mooreton and Wyndmere, ND; Barnesville rural, Kent and Rollag, MN.

### 2007 charges for these universal services are:

Basic local residential service \$14.95-\$18.95/month  
(Rates vary by exchange and EAS charges may apply)

Touchtone calling	No charge
Single-party service	No charge
Access to 911 service (Local government assesses a tax to pay for special equipment.)	No charge
Access to operator services	No charge
Access to directory assistance (If you call a long distance company for assistance, for local info that company may charge for its services.)	\$.60 per call
Access to long distance telephone companies (Flat rate prescribed by federal agency)	\$6.50/month
Low-income discounts	up to \$10/month
Toll-blocking	No charge

Link-up and Lifeline are low-income discounts available to qualifying subscribers, either participating in assistance programs or comparing their income to the poverty level. For more information on Lifeline, call Red River Telephone at 701-553-8309 or 1-866-553-8309.

10/2/07 Richland County News-Monitor

Insert goes to  
MN + SD  
customers

### Lifeline Eligibility Form

Eligible persons should complete and return the following certification to the telephone office to receive Lifeline credit.

I certify under penalty of perjury that I currently receive benefits from the following program(s) :  **Medicaid**  **Food Stamps**  
 **Supplemental Security Income (not Social Security)**  **Minnesota Family Investment Program**  **Federal Public Housing Assistance**  **Low-Income Home Energy Assistance Program**  **Temporary Assistance for Needy Families**  
 **National Free School Lunch Program**  **Low Income - at or below 135% of the Federal Poverty Guidelines** (Acceptable proof of income: • Prior year's state or federal tax return • Three consecutive months of income statements • Social Security, Veterans Administration, unemployment/workmen's compensation or retirement/pension statements of benefits • Divorce decree, child support or other official document.) If eligible based on income, return completed form and proof of income to Red River Telephone.

*I further agree to notify Red River Telephone immediately if I am no longer eligible based on income or program participation.*

Customer Name \_\_\_\_\_ Customer Signature \_\_\_\_\_  
(Must be same name as on telephone bill) (Must be same name as on telephone bill)

Phone # \_\_\_\_\_ Social Security # \_\_\_\_\_ Date \_\_\_\_\_

### Telephone Assistance Programs Offered

The Federal **Lifeline** Plan is a federally funded program which provides a monthly telephone credit of up to \$10.00 for income eligible customers. **Link Up** is a federal program to assist income eligible customers pay for installation of telephone service.

Eligible telephone customers must participate in one or more of the following programs listed on the reverse side. A customer may also be eligible under income guidelines. For household income to be at or below 135% of the Federal Poverty Guidelines, total income for the household must not be more than the following:

<u>Family Size</u>	<u>Income</u>	<u>Family Size</u>	<u>Income</u>
1	\$14,040	5	\$33,480
2	\$18,900	6	\$38,340
3	\$23,760	7	\$43,200
4	\$28,620	8	\$48,060

Eligibility may be verified annually.

For each additional person beyond eight add \$4,860.

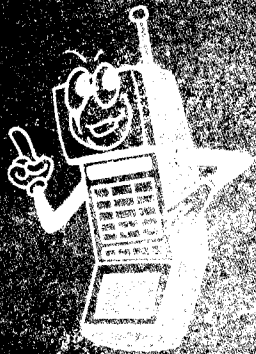
Complete the Lifeline form on the reverse side to self-certify your eligibility for this assistance program and return the completed form to P.O. Box 136, Abercrombie, ND 58001.

*If you have any questions, call Red River Telephone at 701-553-8309, 1-866-553-8309 toll-free or your county social service office.*

4/08

# COVER PHOTO:

The cover photo was submitted by Gregg Schildberger, Hankinson exchange. The flock of the eight babies and two parents was taken on Lake Elsie (near Hankinson, ND) in June 2007.



because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Jeffrey J. Olson. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

## CONSUMER RIGHTS

### How To Complain

Your RED RIVER RURAL TELEPHONE ASSOCIATION service representative has a basic responsibility to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor or the manager. If you are still not satisfied, you have the right to file a formal or informal complaint with the Public Service Commission of North Dakota, the Public Utilities Commission of Minnesota or the Federal Communications Commission.

Their addresses and phone numbers are:

#### North Dakota Public Service Commission

State Capitol Building  
Bismarck, ND 58505  
1-701-328-2400

#### Minnesota Public Utilities Commission

160 East Kellogg Blvd  
St. Paul, MN 55101  
1-651-296-7124

#### Federal Communications Commission

1919 M Street, N.W.  
Washington, D.C. 20554

## TELEPHONE ASSISTANCE PROGRAMS

Lifeline and Link-up are federal and state assistance programs which reduce telephone bills for qualified low-income customers. Lifeline offers a monthly credit up to \$10/month and the Link-up program reduces installation charges for qualified low-income customers. You may qualify for telephone assistance if you participate in one of the following assistance programs:

Supplemental Security Income	Medicaid
Low-Income Home Energy Assistance	Food Stamps
Temporary Assistance for Needy Families	National Free School Lunch

or you may qualify if your household income is below 135% of the Federal Poverty Guidelines.

Methods for qualifying and applying vary by state. For more information, call Red River Rural Telephone Association or your county social services office.

## **Lifeline Credit Available for Phone Service**

You may qualify for a discount on your telephone bill if you participate in an assistance program such as medicaid, food stamps, energy assistance, free school lunch, public housing assistance, supplemental security income, TANF, or if your household income is below 135% of the Federal Poverty Guidelines.

**Linkup** credit is also available to reduce the hookup cost of new telephone service.

Methods for qualifying and applying vary by state. Please contact our office or your county social services for more information.